



FRANCESCA LOUISE ADRIANNE MENDEZ

📍 Imus, Cavite, Philippines 4103

📞 +639603065183

✉️ chengmendez99@gmail.com

SUMMARY

Career Dedicated professional with solid background in high-volume office environments focused on delivering exceptional clerical and operational support for professionals. Upbeat individual with friendly demeanor and sound judgment to handle diverse daily tasks with minimal oversight. Well-versed in managing office supplies, paperwork and project needs.

SKILLS

- Data Entry
- Proposal Writing
- Mail handling
- Database Management
- Office Administration
- Document Control
- Meeting planning
- Filing
- Calendar Management
- Correspondence Writing
- Data Management
- Dental terminology knowledge
- File Organization
- Transcription and dictation

TOOLS AND CRM

- Zoho
- Mailchimp
- Google Calendar
- Apple Calendar
- Asana
- Notion
- HubSpot
- Salesforce
- Pipe Drive
- Microsoft Dynamics 365
- Canva
- Capcut
- Adobe
- Photoshop
- Realtor
- Qwilr
- Pricerfinder
- Insightly

EXPERIENCE

Executive Assistant of the Chief of Executive Officer- 04/2024-12/2024

Professional Movers Of Charleston- South Carolina

- managing an executive's calendar, arranging travel, coordinating meetings, handling phone calls, preparing documents, screening visitors, managing correspondence, and generally providing high-level administrative support to facilitate their executive's productivity and daily operations
- I provide weekly, monthly and quarterly metrics from different department in the business.
- I am helping the client to communicate to other clients to build good partnership for the business.
- I always tend to check the daily reports from the services we offer.

Executive Assistant, 03/2023 - 03/2024 Federal Prime Supplies Incorporated, Orange, California, United States Of America

correspondence as required by management staff.

- Composed letters, memos, reports, emails, presentations and other written
- Managed incoming calls while providing information or transferring callers to appropriate personnel.
- Created travel arrangements for senior managers according to their requirements.
- Updated contact lists regularly when changes occur in employee status or contact information.
- Scheduled appointments between clients and customers and internal staff members.

SALES EXECUTIVE, 01/2022 - 01/2023

Asurion, Sta. Rosa, Laguna, PH

- Cultivated relationships with existing customers to encourage repeat business.
- Utilized CRM software to track leads and manage accounts throughout the sales cycle.
- Managed a team of 5-10 sales representatives by providing guidance on best practices in salesmanship.

ADMIN ASSISTANT, 10/2020 - 12/2021 Amazon Logistics, Sacramento, California, United States Of America

- Raised funds by organising multiple events and diligently managed details to meet deadlines.
- Provided product shipment logistical support and quality control by coordinating with vendors, resulting in increased revenue.
- Conducted research, compiled and typed statistical reports, synthesised information and provided excellent communication to disseminate information throughout organisation.
- Responded to customer issues to provide immediate resolution and improve retention.

CUSTOMER SERVICE SUPPORT, 01/2020 - 08/2020 Concentrix, Alabang, Muntinlupa, PH

- Provided customer service support to staff and patrons.
- Provided customer service support by answering questions regarding treatments or product inquiries.

ADMIN ASSISTANT, 01/2019 - 12/2019 TeamSpan, Muntinlupa, PH

- Provided administrative support to the executive team, including scheduling meetings and managing calendars.

- Greeted visitors in a professional manner, responding to inquiries and directing them to appropriate personnel.
- Maintained office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies.
- Proofread content for typo-free emails and documentation.

CUSTOMER SERVICE EXPERT, 05/2018 - 12/2018
Inspiro

- Provided technical support to customers with existing devices and troubleshooted issues they were having.
- Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices.
- Resolved customer complaints via phone, email or face-to-face contact.

EDUCATION

Saint Francis of Assisi College- Bacoar, 10/2015
Bachelor of Science: Business Administration And Human Resources

ACTIVITIES AND HONORS

- I am consistently honorable mention since 7th Grade and the entire Junior High School and a dean's lister the whole College.

ACCOMPLISHMENTS

- Way back in Asurion I've been a consistent top Agent for sales and Customer service role.
- My client was able to refer me to his co-partner to be her Executive Assistant